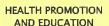
FIRST QUARTER

SAMPLE PROGRAM CALENDAR

IANUARY





GROUP CLASS PROGRAMMING

RECREATION/SPECIAL EVENTS

MOTIVATION AND INCENTIVE PROGRAMMING

> TARGETED MEMBER **ENGAGEMENT**

> > INTEGRATION

HEALTH AND SAFETY

HEALTH IMPROVEMENT PROGRAMS

QUALITY ASSURANCE AND OUTCOMES REPORTING

FACILITY MANAGEMENT

STAFF DEVELOPMENT

- Upcoming Events Email Mailing to Community
- Membership Drive
- · New member Orientation Presentation



- · Goal Setting
- . Mind Your Health Seminar: Fitting in Fitness-Exercise Options for Busy People
- · Ramp Up Your Workout with Personal Training
- Implement Winter/Spring Schedule
- · Get Moving Multi-session Physical Activity Series
- Deep Water Power
- Agua Toners
- · Shoulder Pain Workshop
- Sensory Swim
- · Starfish Beginner Swim
- · Healthy W8 Nutrition Challenge
- Member of the Month (MOM)



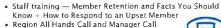
- · Monthly Birthday Cards (Ongoing)
- · Member Contact from Staff



- Vendor Wellness Summit
- · Emergency Procedures Practice with Staff
- · Monthly Test Emergency Alert System
- · Personal Training (Ongoing)-Offer Special
- · Massage Therapy (Ongoing)



- . Monthly Monitoring of Facility to Ensure Tidiness
- · Monthly Equipment Audit
- . Monthly Supply Inventory Audit (Amenities, Towels, Office Supplies)





FEBRUARY

- · Upcoming Events Newsletter/Email
- · Mailing to Community
- · New Member Orientation Presentation
- · Host Program Info Booth
- · Trial Pass and Visitor Promotion



- · Mind Your Health Seminar: Heart Healthy Living-The Beat Goes On
- · Group Exercise Class Instructor Audit
- · Aqua Spinning (Interval)
- Agua Toners
- · Aquatic Class Instructor Audit
- · Splash Towards Cold
- · Indoor Volleyball and Basketball Leagues Begins
- · Guppy/Parent & Tot Swim
- · "Lifestyle Change" Program Launch
- · Healthy W8 Nutrition Challenge Continues
- MOM (Ongoing)
- . Monthly Birthday Cards (Ongoing)
- . Member Contact from Staff
- · Member Referral Program
- · Promote Wellness Program
- · Initiatives-AHA Wear RED for Women
- · Implement Cross-referrals



- . CPR/First Aid Updates
- · Monthly Test Emergency Alert System
- · Personal Training (Ongoing)
- · Massage Therapy (Ongoing)
- · February Monthly Management Report
- · Get Moving Multi-session Physical Activity Series Outcomes
- · Site Inspection Quality Audit
- Monthly Monitoring of Facility to Ensure Tidiness
- . Monthly Equipment Audit
- Monthly Supply Inventory Audit (Amenities, Towels. Office Supplies)
- Staff training The Platinum Rule + Power of Listening Series
- · Region All Hands Call and Manager Call
- Spring Internship Program







· New Member Orientation Presentation



- · Mind Your Health Seminar: Fiber-Making it Fit
- · Weight Loss, Weight Gain or to Maintain-Metabolism Matters Webinar

MARCH



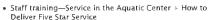
- · Master Class
- · Healthy Food, Healthy Body Multi-session Nutrition Series
- Agua Bootcamp
- · Polar Bear Pool Party
- · "Teen Bash" Night
- · Casino Night
- · Fitness Assessment Rally
- MOM (Ongoing)



- · Monthly Birthday Cards (Ongoing)
- · Member Contact from Staff
- · Promote On-site Blood Drive
- Cross-referrals
- Data Privacy Audit · Staff training-Preparing to Deal with Sudden Cardiac Arrest
- Monthly Test Emergency Alert System
- Personal Training (Ongoing)
- · Massage Therapy (Ongoing)
- · Metabolism Matters (Ongoing)



- March Monthly Management Report
- · Healthy W8 Nutrition Challenge Outcomes
- · Equipment Preventive Maintenance
- · Monthly Tidiness
- Monthly Supply Inventory Audit (Amenities, Towels, Office Supplies)



· Region All Hands Call and Manager Call













SAMPLE PROGRAM CALENDAR

APRIL



- · Mailing to New Members
- · Membership Drive

• IHRSA Passport to Fitness

· Mind Your Health Seminar: Gluten Awareness-Insight Into the Gluten-Free Trend

Pre-Natal Water Exercise

- · Healthy Food, Healthy Body Multi-session Nutrition Series Continues
- · Tadpole Swim Lessons
- Golf Conditioning Workshop

MOTIVATION AND INCENTIVE PROGRAMMING

MARKETING AND

COMMUNICATIONS

HEALTH PROMOTION

AND EDUCATION

GROUP CLASS

PROGRAMMING

RECREATION/SPECIAL EVENTS

TARGETED MEMBER **ENGAGEMENT**

INTEGRATION

HEALTH AND SAFETY

HEALTH IMPROVEMENT PROGRAMS

OUALITY ASSURANCE AND OUTCOMES REPORTING

FACILITY MANAGEMENT

STAFF DEVELOPMENT

· New Member Orientation Presentation

- · Ramp Up Your Workout with Personal Training

- Softball League Begins



MOM (Ongoing)

- Monthly Birthday Cards (Ongoing)
- · Member Contact from Staff
- · World Health Day
- Promote Wellness Program Initiatives
- Cross-referrals
- Quarterly Vendor Wellness Review
- · Emergency Procedures Practice with Staff
- · Monthly Test Emergency Alert System
- · Personal Training (Ongoing)
- · Massage Therapy (Ongoing)
- · Metabolism Matters (Ongoing)
- · April Monthly Management Report
- · Quarterly Review-Q1
- · Healthy Food, Healthy Body Multi-session Nutrition Series Outcomes
- Monthly Monitoring of Facility to Ensure Tidiness
- · Monthly Equipment Audit
- · Monthly Supply Inventory Audit (Amenities, Towels, Office Supplies)
- · Staff training—Building the Relationship + Six Skills that Positively Affect Your Relationship Building Success
- · Region All Hands Call and Manager Call



MAY

- · Upcoming Events Newsletter/Email
- · National Employee Health and Fitness Day
- Mailing to New Members
- · New Member Orientation Presentation
- · Celebrate Your Health, National Employee Health and Fitness Month
- · Mind Your Health Seminar: Meditation and Yoga-Connecting Body and Mind
- Aqua Spinning (Power)
- · Master Class For NEHF Month
- · Tai Chi Specialty Class Series
- Adult Beginner Swim Lessons
- · Flexibility Conditioning Workshop
- · Intro to Spring Board
- · Walk-to-Run Club Fitness Challenge
- MOM (Ongoing)
- · Monthly Birthday Cards (Ongoing)
- · Member Contact from Staff, Member Referral Program
- Promotion National Employee Health and Fitness Month (NEHF)
- Cross-referrals
- · CPR/First Aid Undates
- · Monthly Test Emergency Alert System
- · Personal Training (Ongoing)-Offer Special
- Massage Therapy (Ongoing)
- · Metabolism Matters (Ongoing)
- · May Monthly Management Report
- . Site Inspection Quality Audit
- . Monthly Monitoring of Facility to Ensure Tidiness
- . Monthly Equipment Audit
- · Monthly Supply Inventory Audit (Amenities, Towels, Office Supplies)
- · Staff training-Member Service, Focusing on Needs + Your Appearance and Body Language
- Region All Hands Call and Manager Call

IUNE





Host Info Booth

• Sun Safety for Summer > Safety Fair

. Summer Activities to Keep You Moving

· Mind Your Health Seminar: Men's Health-Operating at Peak Performance

· Aquatic Class Instructor Audit

· The Power of Well-being Multi-session Wellness Series



· Open Water/Triathlon Swim Training

- · Rike to Work Week
- · Lifeguard Training
- · My Plate Nutrition Challenge
- · MOM (Ongoing)



- . Monthly Birthday Cards (Ongoing)
- Member Contact from Staff
- · Promote Skin Cancer Screening
- Cross-referrals
- · Data Privacy Audit
- · Staff training-Blood Borne Pathogens
- . Monthly Test Emergency Alert System
- Personal Training (Ongoing)
- Massage Therapy (Ongoing)
- · Metabolism Matters (Ongoing)
- June Monthly Management Report
- · Walk-to-Run Club Fitness Challenge Outcomes
- · The Power of Well-being Multi-session Wellness Series Outcomes
- · Equipment Preventive Maintenance
- Monthly Tidiness
- · Monthly Supply Inventory Audit (Amenities, Towels, Office Supplies)



- Region All Hands Call and Manager Call
- Summer intern











SECOND QUARTER

THIRD QUARTER



SAMPLE PROGRAM CALENDAR

MARKETING AND COMMUNICATIONS

HEALTH PROMOTION AND EDUCATION

> **GROUP CLASS PROGRAMMING**

RECREATION/SPECIAL EVENTS

MOTIVATION AND INCENTIVE PROGRAMMING

> TARGETED MEMBER **ENGAGEMENT**

> > INTEGRATION

HEALTH AND SAFETY

HEALTH IMPROVEMENT **PROGRAMS**

QUALITY ASSURANCE AND **OUTCOMES REPORTING**

FACILITY MANAGEMENT

STAFF DEVELOPMENT

· Upcoming Events Newsletter/Email

- Open House



- · Implement Summer Schedule
- Hydro Training
- . Deep Water Power
- · Amazing Swim Challenge
- · Stingray Advanced Beginner Swim
- · Swim Like a Fish Piranha Lessons
- . My Plate Nutrition Challenge
- MOM (Ongoing)
- · Points for Prizes Implementation



· Member Contact from Staff



- Cross-referrals
- Quarterly Vendor Wellness Review



- · Monthly Test Emergency Alert System
- Personal Training (Ongoing)
- Massage Therapy (Ongoing)
- · Metabolism Matters (Ongoing)
- July Monthly Management Report
- · Mid-Year Program Value Analysis
- · Annual Member Satisfaction Survey Outcomes
- . Monthly Monitoring of Facility to Ensure Tidiness
- · Monthly Equipment Audit
- · Monthly Supply Inventory Audit

AUGUST

- · Upcoming Events Newsletter/Email
- Mailing to New Members
- · New Member Orientation Presentation
- · Trial Pass and Visitor Promotion
- Membership Drive
- · Ramp Up Your Workout with Personal Training
- · Mind Your Health Seminar: Vitamins and Supplements-What You Need to Know
- · Aqua Spinning (Interval)
- Aqua Circuit
- · Group Class Instructor Audit
- · Swim Like a Fish Guppy Lessons
- Sports Challenge
- · Stroke Technique
- · Fitness Assessment Rally
- · MOM (Ongoing)
- . Monthly Birthday Cards (Ongoing)
- · Member Contact from Staff
- · Member Referral Program
- . Healthy Cooking Demos
- Cross-referrals
- · Emergency Procedures Practice with Staff
- · Monthly Test Emergency Alert System
- · Personal Training (Ongoing)
- · Massage Therapy (Ongoing)
- Metabolism Matters (Ongoing)
- · August Monthly Management Report
- · Site Inspection Quality Audit
- · Initiate Business Planning Process for Next Year
- Monthly Monitoring of Facility to Ensure Tidiness
- · Monthly Equipment Audit
- Monthly Supply Inventory Audit (Amenities, Towels, Office Supplies)
- Referral What Do Customers Want
- Region All Hands Call and Manager Call

SEPTEMBER

- · Fall Newsletter Distribution
- Host Info Booth
- Mailing to New Members
- · New Member Presentation
- · Family Health and Fitness Day Membership Drive
- · Mind Your Health Seminar: Family Health-Solving The Family Health Puzzle
- · Weight Loss, Weight Gain or to Maintain-Metabolism Matters Webinar
- · Implement Fall Schedule
- Aqua Spinning (Power)
- · Get Moving Multi-Session Activity Series
- Masters Swimming
- Swim Like a Fish Shark Lessons
- · Back Health Workshop
- · Cardio Royale Fitness Challenge
- MOM (Ongoing)
- · Monthly Birthday Cards (Ongoing)
- · Member Contact from Staff
- · Family Health and Fitness Day
- · Promote Prostate Screening
- Cross-referrals
- · Vendor Strategic Planning Session
- · Data Privacy Audit
- · Staff training—Safety: Slips, Trips and Falls
- · Monthly Test Emergency Alert System
- · Your Weigh Together Weight Management Program
- · Personal Training (Ongoing)
- · Massage Therapy (Ongoing)
- · September Monthly Management Report
- Get Moving Multi-session Activity Series Outcomes
- · Continue Business Planning
- Equipment Preventive Maintenance
- Monthly Tidiness
- Monthly Supply Inventory Audit (Amenities, Towels, Office Supplies, etc.)

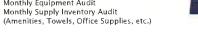


- . Staff training-Five Steps to a Professional Greeting + Creating a Customer-Driven Club
- · Region All Hands Call and Manager Call









 Staff training—The Key to Customer Satisfaction + Establish the Conversation Using 10 Magical Words

· Region All Hands Call and Manager Call



Aquatic Fitness

111











FOURTH QUARTER



SAMPLE PROGRAM CALENDAR

OCTOBER



HEALTH PROMOTION AND EDUCATION

> **GROUP CLASS PROGRAMMING**

RECREATION/SPECIAL EVENTS

MOTIVATION AND **INCENTIVE PROGRAMMING**

> TARGETED MEMBER **ENGAGEMENT**

> > INTEGRATION

HEALTH AND SAFETY

HEALTH IMPROVEMENT **PROGRAMS**

QUALITY ASSURANCE AND **OUTCOMES REPORTING**

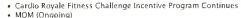
FACILITY MANAGEMENT

STAFF DEVELOPMENT

- · Mailing to New Members
- . Upcoming Events Newsletter/Email · New Member Orientation Presentation
- Onen House
- . Go Pink! Breast Cancer Awareness
- . Mind Your Health Seminar: Sleep-Wake Up to Good Health



- . Deep Water Power
- · Aqua Toners
- · Halloween Party
- . Introduction to Swimming Basics
- . Duck's Football Bus Trip









- Cross-referrals
- · Ouarterly Vendor Wellness Review

 Emergency Procedures Practice with Health Services and Security

- · Personal Training (Ongoing)
- · Massage Therapy (Ongoing)
- Metabolism Matters (Ongoing)
- · October Monthly Management Report
- Ouarterly Review—O3
- · Beyond Balance Multi-session Stress Management Series Outcomes
- · Finalize Business Planning Process
- · Monthly Equipment Audit
- · Monthly Supply Inventory Audit (Amenities, Towels, Office Supplies)
- · Staff training-Moments of Truth, Moments of Magic + Innovation... What It Is, Why It's Important, and How to Recome a Successful Innovator
- · Region All Hands Call and Manager Call

NOVEMBER

- Upcoming Events Newsletter/Email
- Mailing to New members
- New Member Orientation Presentation
- Membership Drive
- · Mind Your Health Seminar: Healthy Eating-Step Up to the Plate
- · Ramp Up Your Workout with Personal Training
- · Open Water/Triathlon Swim Training
- Agua Spinning (Interval)
- · Aquatic Class Instructor Audit
- · Turkey Trot
- Intro to Diving
- Intro to Spring Board
- · Cardio Royale Fitness Challenge Incentive Program Continues
- MOM (Ongoing)
- · Monthly Birthday Cards (Ongoing)
- · Member Contact From Staff
- · Member Referral Program
- · Promote Wellness Program Initiatives
- Cross-referrals
- · Emergency Procedures Practice with Staff
- · Monthly Test Emergency Alert System
- · Personal Training (Ongoing)
- · Massage Therapy (Ongoing) Metabolism Matters (Ongoing)

- . Monthly Equipment Audit
- (Amenities, Towels, Office Supplies)
- Excellence at the Fitness Center
- · Region All Hands Call and Manager Call

DECEMBER

- · Upcoming Events Newsletter/Email
- Mailing to New members
- · New Member Orientation Presentation
- Membership Drive
- · Holiday Tips to Stay Healthy and Active
- · Mind Your Health Seminar: Your Health Action Plan-Small Steps to Big Changes
- Implement Holiday Schedule
- · Lifequard Training
- · Aquatic Class Survey
- · Children's Holiday Party
- · Ski/Snowboard Conditioning Workshop
- . Tadpole/Parent & Tot Swim
- Multi-Session Class: Get Moving Activity Series
- MOM (Ongoing)
- · Monthly Birthday Cards (Ongoing)
- . Member Contact from Staff
- · Promote Wellness Program Initiatives
- Cross-referrals
- · Data Privacy Audit
- . Monthly Test Emergency Alert System
- · Personal Training (Ongoing)
- Massage Therapy (Ongoing)
- · Metabolism Matters (Ongoing)
- · December Monthly Management Report
- Cardio Royale Fitness Challenge Outcomes
- · Equipment Preventive Maintenance
- Monthly Tidiness
- · Monthly Supply Inventory Audit (Amenities, Towels, Office Supplies)
- Staff training—Performance Standards | Performance Review
- · Region All Hands Call and Manager Call























· Monitoring of Facility to Ensure Tidiness

. Monthly Supply Inventory Audit

• Staff training-Remembering Member Names + Coaching











FITNESS MANAGEMENT PROMOTIONAL CAMPAIGNS

To assist our clients in encouraging their eligible population to take advantage of available programs and facility amenities, we continually focus on the development of several marketing campaigns that promote membership and encourage regular participation. The underlying message of these campaigns links varied elements of fun to participation. We focus on positive member experiences through the delivery of a very talented staff, offering a variety of amazing programs and services.

"Admit One" — Marketing Campaign

Going for a workout can be just as much fun as getting a "ticket" to a popular movie, concert, amusement park or sporting event. Our newly developed marketing campaign entitled "Admit One" plays on the idea that a fitness program and center membership is like having an all-access pass to participate in some of the most enjoyable, health-promoting activities around with all sorts of people who are there to enjoy the whole experience — right along with you!

Messaging uses event-and entertainment-related language and visuals to engage prospective members and transform attitudes about exercise from boring to exciting.

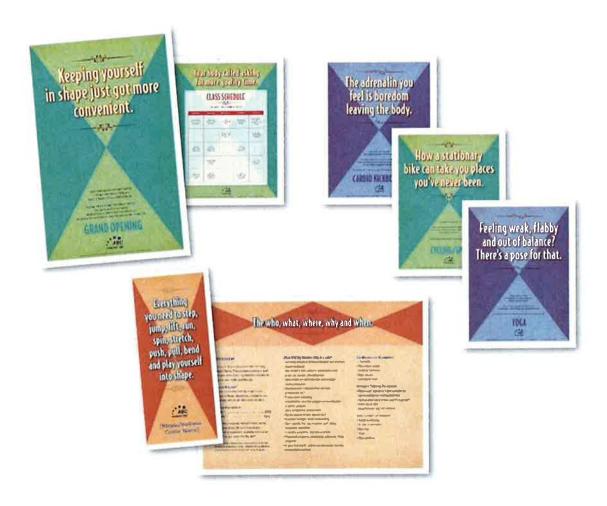




"Motivational Words" --- Marketing Campaign

They say a picture is worth a thousand words but sometimes, a few well-crafted words can be worth a thousand pictures. Add to that some colorful graphics and you have the stopping power of our newly developed marketing campaign entitled "*Motivational Words*".

This headline-driven campaign uses words that are motivational, thought-provoking, inspirational and at times even humorous. All designed to catch the eye of each and every prospective member, and spur them to participate.





"Transform Yourself" — Marketing Campaign

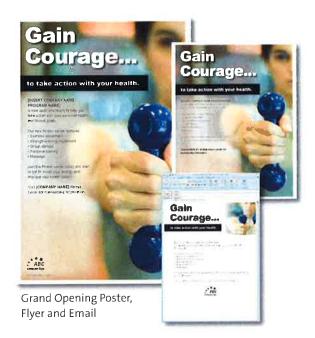
It's long been understood that you can't seriously commit to making a lifestyle change until you're *ready* to make a change. When you feel empowered, you're self-motivated to take charge of your own life, and truly do something good for "yourself".

Our newly developed marketing campaign entitled "Transform Yourself" uses key words and action-oriented visuals that both encourage and challenge members by speaking to them on a personal level. Your reasons for participation may be one or many, but one thing is for certain, you're doing it for you.





"Gain Health"







Promotional Campaigns
Health and Fitness Program/Center Pre-Launch and Grand Opening



"Little Things. Big Difference." (Photo)







Promotional Campaigns
Health and Fitness Program/Center Pre-Launch and Grand Opening



"Make the Moves that Matter"







Promotional Campaigns

Health and Fitness Program/Center Pre-Launch and Grand Opening



"Idioms"





Pre-Launch Poster, Flyer and Email





"Be Powerful"





Enrollment Brochure

Enrollment Forms







"Be Powerful"





Personal Training Brochure





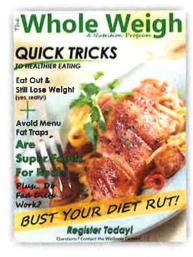
Massage Brochure



FLYERS AND POSTERS







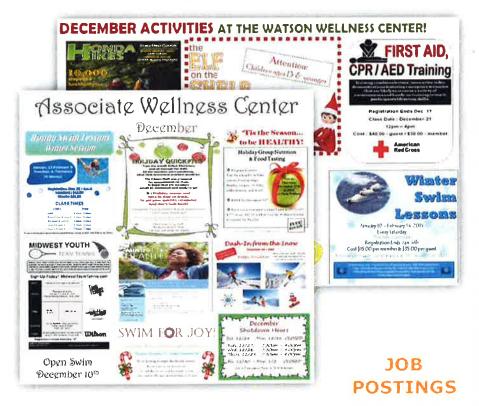








MONTHLY NEWSLETTERS

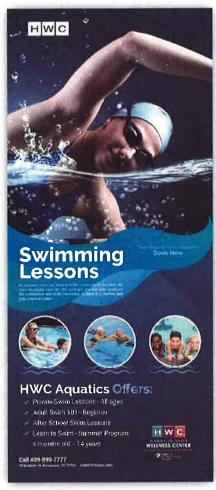


T-SHIRTS



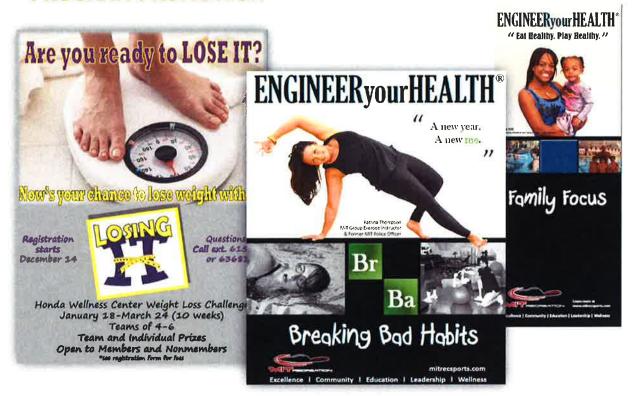


POP-UP BANNERS

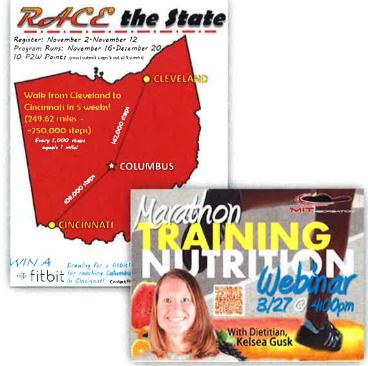




PROGRAM PROMOTION









RECREATION

